We claim:

1.   A system for providing ongoing support for a general procurement and accounts payable application, comprising:

      a server;

      a storage device connected to said server;

      a plurality of team terminals;

      a communication link interconnecting said server and said terminals;

      said server being operable for (1) maintaining a database of templates on said storage device describing procedures for supporting said application and (2) serving said templates to team members operating said terminals for coordinating, recording, and tracking team activities executing said procedures with respect to said application;

15   said procedures including user education, survey and

16   quality auditing tasks.

1   2.   The system of claim 1, each said template storing,

2   either directly or by way of links to other documents, one

3   or more instructions, flow charts, sample questionnaires,

4   report models and checklists for guiding, coordinating and

5   documenting the work of said enterprise teams.

1   3.   The system of claim 1, further comprising:

2   said server being operable for maintaining a plurality

3   of databases on said storage device customized to

4   applications for a plurality of customers of an

5   enterprise for serving to said team terminals.

1   4.   A method for providing ongoing support for a general

2   procurement and accounts payable application of a customer

3   of an enterprise, comprising the steps of:

4   maintaining a database of templates describing

| 5 | procedures for supporting an operational general |
| 6 | procurement and accounts payable system; and |

7	operating a plurality of web-enabled user terminals to
8	access via a server said database for coordinating
9	tasks by a plurality of enterprise teams implementing
10	said procedures;

| 11 | said procedures including user education, survey and |
| 12 | quality auditing tasks. |

1	5. The method of claim 4, each said template storing,
2	either directly or by way of links to other documents, one
3	or more instructions, flow charts, sample questionnaires,
4	report models and checklists for guiding, coordinating and
5	documenting the work of said enterprise teams.

1	6. A system for integrating assessment, preparation,
2	development, deployment, and support stages for a general
3	procurement and accounts payable application using
4	electronic requisitions, comprising:

5   a server;

6   a storage device connected to said server;

7   a plurality of team terminals;

8   a communication link interconnecting said server and
9   said terminals;

10   said server being operable for (1) maintaining a
11   database on said storage device of templates
12   describing procedures for assessing, preparing,
13   developing, deploying and supporting said application
14   and (2) serving said templates to team members
15   operating said terminals for coordinating, recording
16   and tracking team activities with respect to said
17   application.

1   7.   The system of claim 6, each said template storing,
2   either directly or by way of links to other documents, one
3   or more instructions, flow charts, questionnaires, report
4   models and checklists for guiding, coordinating and
5   documenting the work of said enterprise teams.

1   8.   A method for integrating assessment, preparation,

2   development, deployment, and support stages for a general

3   procurement and accounts payable system using electronic

4   requisitions, comprising the steps of:

5   maintaining a database of templates describing

6   procedures for assessing, preparing, developing,

7   deploying and supporting said general procurement and

8   accounts payable system;

9   operating a plurality of web-enabled user terminals to

10   access via a server said database for coordinating

11   tasks by a plurality of teams implementing said

12   procedures.

1   9.   The method of claim 8, each said template storing,

2   either directly or by way of links to other documents, one

3   or more instructions, flow charts, questionnaires, report

4   models and checklists for guiding, coordinating and

5   documenting the work of said enterprise teams.

1   10. A system for evaluating a potential client system and

2   for adapting a general procurement and accounts payable

3   application to the requirements of each of many potential

4   clients operable by third party providers and for

5   monitoring and assuring the quality of services provided by

6   said service providers, comprising:

7   a server;

8   a storage device connected to said server;

9   a plurality of terminals;

10   a communication link interconnecting said server and

11   said terminals;

12   said server being operable for (1) maintaining on said

13   storage device, for each of a plurality of customers,

14   a database of templates describing procedures for

15   assessing, preparing, developing, deploying and

16   supporting each of said applications, and (2) serving

17   said templates to members of enterprise teams and

18   provider teams operating said terminals for

19   coordinating, recording and tracking team activities

20   with respect to said application during assessment,

21   preparation, development, deployment and support

22   stages.

1   11. The system of claim 10, said terminals being web-

2   enabled terminals and said server being operable for

3   serving to said terminals a panel enabling task

4   creation by said enterprise team and task use by said

5   enterprise and provider teams.

1   12. A system for integrating technical team and transition

2   management personnel during design and deployment of a

3   general procurement and accounts payable application,

4   comprising:

5   a database server,

6   a front end server,

7   an accounting system server,

8   a firewall,

9   a plurality of team terminals,

10   a database store,

11   an accounting system store,

12   a communication link interconnecting said server and
13   said terminals;

14   said server being operable for (1) maintaining a
15   database on said storage device of templates
16   describing procedures for a plurality of tasks
17   relating to aspects of said application and (2)
18   serving said templates to members of said technical
19   team and transition management personnel operating
20   said terminals for coordinating, recording and
21   tracking team activities with respect to said tasks.

1   13. The system of claim 12, said tasks including
2   procedures for assessing, preparing, developing, deploying
3   and supporting said application.

1   14. The system of claim 12, said tasks including

2   procedures for activities related to a plurality of

3   categories from the set of categories including assessment,

4   business controls, configuration, education, image,

5   information technology, marketing, process, project

6   management, front end server, accounting system server,

7   testing, and transition management.

1   15. A system for customizing a general procurement and

2   accounts payable application for a customer, comprising:

3   a server;

4   a storage device connected to said server;

5   a plurality of terminals;

6   a communication link interconnecting said server and

7   said terminals;

8   said server being operable for (1) maintaining a

9   database on said storage device of master templates

10   describing procedures for assessing, preparing,

11   developing, deploying and supporting each of said

12   applications and (2) serving said master templates to

13   members of enterprise teams operating said terminals

14   for personalizing for each of a plurality of customers

15   a unique database of templates.

1   16. The system of claim 15, said procedures including

2   tasks for coordinating team activities with respect to

3   said application during general procurement and accounts

4   payable application assessment, preparation, development,

5   deployment and support stages.

1   17. A system for providing continuing support to a

2   customer's general procurement and accounts payable

3   application by enterprise teams which design and deploy

4   said application, comprising:

5   a database server;

6   a storage device connected to said server;

7   a plurality of team terminals;

8   an accounting system for implementing said

9   application;

10   a front end server connected to said accounting system

11   through a firewall;

12   a communication link interconnecting said database

13   server, sad front end server, and said terminals;

14   said database server being operable for (1)

15   maintaining a database of templates on said storage

16   device describing procedures for supporting said

17   application and (2) serving said templates to

18   enterprise team members operating said terminals for

19   coordinating, recording, and tracking team activities

20   executing said procedures; and

21   said interface server being operable for serving to

22   said enterprise team members information from said

23   accounting system implementing said application.

1   18. A process using an on-line data gathering tool for

2   evaluating a customer's general procurement and accounts

3   payable system, comprising the steps of:

4   gathering data describing requirements of said

5   customer for procurement and data describing currently

6   used tools and processes for satisfying said

7   requirements; and

8   gathering data from said customer which describes a

9   cost for future years of continuing with said

10   currently used tools and processes;

11   designing and deploying a new system including

12   alternative tools and processes satisfying said

13   requirements; and thereafter

14   auditing the operation of said new system using said

15   on-line data gathering tool to provide performance

16   data to said customer.

1   19. A system for training and assessing the quality of

2   service provided by a general procurement and accounts

3   payable service provider to a customer of an enterprise,

4   comprising:

5   a server;

6   a storage device connected to said server;

7   a plurality of team terminals;

8   a communication link interconnecting said server and
9   said terminals;

10   said server being operable for (1) maintaining a
11   database on said storage device of templates
12   describing procedures for use by enterprise teams for
13   training said service provider and assessing the
14   quality of service provided with respect to the
15   general procurement and accounts payable application
16   of said customer and (2) serving said templates to
17   enterprise team members operating said terminals for
18   coordinating, recording and tracking team activities
19   with respect to said application.

1   20. A system for providing a repeatable process for
2   training, managing, certifying and educating a service
3   provider to operate a general procurement and accounts

4   payable application on behalf of a customer of an

5   enterprise, comprising:

6   a first server;

7   a storage device connected to said server;

8   a plurality of team terminals;

9

10   a second server interfacing through a firewall to an

11   operational accounting system connected;

12   a communication link interconnecting said first and

13   second servers and said terminals;

14   said second server being operable for serving

15   operational accounting data to said team terminals;

16   and

17   said first server being operable for (1) maintaining a

18   database on said storage device of templates

19   describing procedures for executing said application,

20   and (2) serving said templates to team members

21   operating said terminals for coordinating, recording

22   and tracking enterprise team activities with respect

23   to said service provider.

1   21.   A program storage device readable by a machine,

2   tangibly embodying a program of instructions executable by

3   a machine to perform method steps for providing ongoing

4   support for a general procurement and accounts payable

5   application, said method steps comprising:

6   maintaining a database of templates describing

7   procedures for supporting an operational general

8   procurement and accounts payable system; and

9   operating a plurality of web-enabled user terminals to

10   access via a server said database for coordinating

11   tasks by a plurality of enterprise teams implementing

12   said procedures;

13   said procedures including user education, survey and

14   quality auditing tasks.

1   22. An article of manufacture comprising:

2 a computer useable medium having computer readable

3 program code means embodied therein for providing

4 ongoing support for a general procurement and accounts

5 payable application, the computer readable program

6 means in said article of manufacture comprising:

7 computer readable program code means for causing a

8 computer to effect maintaining a database of templates

9 describing procedures for supporting an operational

10 general procurement and accounts payable system; and

11 computer readable program code means for causing a

12 computer to effect operating a plurality of web-

13 enabled user terminals to access via a server said

14 database for coordinating tasks by a plurality of

15 enterprise teams implementing said procedures;

16 said procedures including user education, survey and

17 quality auditing tasks.

1 23. A computer program product or computer program element

2 for providing ongoing support for a general procurement and

3 accounts payable application according to the steps of:

4	maintaining a database of templates describing
5	procedures for supporting an operational general
6	procurement and accounts payable system; and

7	operating a plurality of web-enabled user terminals to
8	access via a server said database for coordinating
9	tasks by a plurality of enterprise teams implementing
10	said procedures;

11	said procedures including user education, survey and
12	quality auditing tasks.

1	24. A program storage device readable by a machine,
2	tangibly embodying a program of instructions executable by
3	a machine to perform method steps for integrating
4	assessment, preparation, development, deployment, and
5	support stages for a general procurement and accounts
6	payable system using electronic requisitions, said method
7	steps comprising:

8	maintaining a database of templates describing
9	procedures for assessing, preparing, developing,
10	deploying and supporting said general procurement and

11   accounts payable system;

12   operating a plurality of web-enabled user terminals to

13   access via a server said database for coordinating

14   tasks by a plurality of teams implementing said

15   procedures.

1 25. An article of manufacture comprising:

2   a computer useable medium having computer readable

3   program code means embodied therein for integrating

4   assessment, preparation, development, deployment, and

5   support stages for a general procurement and accounts

6   payable system using electronic requisitions, the

7   computer readable program means in said article of

8   manufacture comprising:

9   computer readable program code means for causing a

10   computer to effect maintaining a database of templates

11   describing procedures for assessing, preparing,

12   developing, deploying and supporting said general

13   procurement and accounts payable system; and

14   computer readable program code means for causing a

15   computer to effect operating a plurality of web-

16   enabled user terminals to access via a server said

17   database for coordinating tasks by a plurality of

18   teams implementing said procedures.

1   26. A computer program product or computer program element

2   for integrating assessment, preparation, development,

3   deployment, and support stages for a general procurement

4   and accounts payable system using electronic requisitions

5   according to the steps of:

6   maintaining a database of templates describing

7   procedures for assessing, preparing, developing,

8   deploying and supporting said general procurement and

9   accounts payable system;

10   operating a plurality of web-enabled user terminals to

11   access via a server said database for coordinating

12   tasks by a plurality of teams implementing said

13   procedures.